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EMPLOYEE LEARNING &
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Department of Human Resources Employee Learning & Development Newsletter

"Integrating Learning and Performance"

Peace of Mind at the Workplace

Work brings people of different characters and behaviors together, and this can be stressful. While employees might look forward to vacation as a means to gain some peace of mind, you don't have to wait for vacation to find peace. You can experience peace of mind wherever you are. Here are some suggestions:

- Stay calm, talk, act and react peacefully—people can imitate your behavior.
- Greet co-workers every day.
- If you feel tension or anger building in you, take three deep breaths before any action or conversation.
- Pay attention to your choice of words in what you think, say, and write. Use only positive words.
- Be polite.
- Whenever you find yourself raising your voice, lower it immediately. Talk in a medium pitch and don't let the loud voices of others influence yours.
- While working, concentrate on what you are doing. Think in productive ways as a means to eliminate any negative thoughts.

Remez Sasson



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More New Courses Announced

The Division of Employee Learning & Development is pleased to announce the addition of two new courses: ***Generations: M.E.E.T. on Common Ground for Staff*** and ***Generations: M.E.E.T. on Common Ground for Supervisors and Managers***; and a revised course, ***Lifestyle Planning***.

Lifestyle Planning replaces the former courses, ***Beginning Lifestyle Planning*** and ***Advanced Lifestyle Planning***. This revised course is designed to aid employees as they analyze their current personal financial situation to better prepare for the future. This course also includes information about these State-offered benefits: BEST Program, Deferred Compensation, insurance options, State Retirement and Social Security. This is a one-day course (6 contact hours).

We now have four different generations working together in the State of Tennessee workforce. Each generation has its own work ethic, philosophy, and dress code. Which generation are you? ***Generations: M.E.E.T. on Common Ground for Staff*** applies the M.E.E.T. (***Make time to discuss, Explore differences, Encourage respect, and Take personal responsibility***) approach to enable participants to effectively work in a multi-generational workplace. Employees gain insights, strategies, and skills that help minimize generational conflict and strengthen collaboration. This is a half-day course (4 contact hours).



Generations: M.E.E.T. on Common Ground for Supervisors and Managers provides a strong application and practice component of M.E.E.T. (***Make time to discuss, Explore differences, Encourage respect, and Take personal responsibility***) using case studies, vignettes, and group discussions. Please go to: www.state.tn.us/dohr/ and click on training opportunities to find the course announcement. This is a one-day course (6 contact hours).



TN Government Executive Institute Reaches Milestone

The Tennessee Government Executive Institute, the State's premier leadership development program, celebrates its 25th anniversary this year. The Tennessee Government Executive Institute (TGEI) was designed as a means of providing executive training for senior management.

The goal of TGEI is to improve government by increasing the participant's understanding of the dynamics of transformation in both a global and local context, anticipating new directions and managing transitions in the work environment. The underlying premise is the integration of strategic management principles and processes to increase organizational effectiveness.

During the three weeks of TGEI, participants experience a variety of learning opportunities in strategic planning, self-analysis and personal development. TGEI begins July 10 with orientation.

Leading at the Speed of Change

Change may at first appear to be about changing jobs, places, or services, when it actually first occurs inside employees' minds. It is important to understand that change needs to occur initially from the inside out. Change usually creates an emotional reaction that results in a time of grieving for the old way before one can accept the new. Here are the stages of grief proposed by the Kubler-Ross Model, named for the physician who was a pioneer in the study of loss created by dying and death: denial, anger, bargaining, depression, and acceptance.

In the denial stage, employees tend to try to avoid the inevitable by acting as though nothing has changed. The next step after denial is anger, which can occur in an explosion of emotion where the bottled-up feelings of denial are let out in grief. The manager, co-workers, customers, etc., are likely to be blamed. Try to rethink anger into useful channels such as problem-solving and moving forward.

Following the anger stage is the bargaining stage, where people may seek to strike any deal as a means of avoiding the change. During this time, managers can offer support for the new opportunities change can bring. The next stage is depression which is marked by a reluctant acceptance of the change. Offering reinforcement that there is light at the end of the tunnel provides a sense of optimism. Support and encouragement from managers are the key.

The final stage is acceptance, where the employee is ready and involved in moving forward. Employees now take ownership of their thoughts and actions and embrace the change.

Change is a constant and preparing for it is essential in today's workforce. **Change Management** is a course designed for managers and supervisors to better administer the change situation and transition process. **Happiness: Principles for Positive Performance** is a course intended for all State employees which emphasizes ways to become more emotionally proactive rather than reactive. For more information about these and other courses offered, go to: www.state.tn.us/dohr/ and click on the training opportunities link.

Training and Retaining



One of the most important ways of retaining good employees is to provide them with the time and tools to effectively perform their job. The best employees, those you want to retain, seek frequent opportunities to learn and grow in their careers, knowledge and skills. A career-oriented, valued employee must experience growth opportunities in the workplace.

Studies show that employees at all levels can benefit from courses focused on communication, interpersonal skills, diversity awareness and respectful behavior in the workplace. Effective, comprehensive training provides experiences that allow workers to realize success in their careers, resulting in increased morale and, as a result, improved employee retention.

Failure to train new supervisors in the principles of management and leadership can result in worker dissatisfaction. A lack of orientation training programs can cause new hires to feel frustrated and ill at ease on the job. Lack of training to promote career development can encourage employees to find new employers who will provide such educational opportunities.

For more information about training opportunities through the State of Tennessee Department of Human Resources, Division of Employee Learning & Development, go to: www.state.tn.us/dohr/ and click on the training opportunities link.

TASC 2008 a Success

The Tennessee Administrative Support Conferences (TASC) were held this spring in Knoxville, Chattanooga, Memphis and Nashville. A total of 1,310 State employees within the administrative professional functions participated in the all-day conferences.

This year's conference theme, ***Taking Care of Business . . . While Taking Care of Me: Using the 3 C's***, focused on the development of professional protocols in communication, credibility, and composure. State participants were welcomed by Commissioner Deborah E. Story, Assistant Commissioner Mercedes Lytle and Assistant Director of Employee Learning and Development, Trish Pulley. Geneva Lannom, Learning Consultant with the Division of Employee Learning and Development, was the facilitator for each conference. Patsy Writesman and Lorenda Lewis from Rockhurst University were the presenters. The following comments were received from participants:

" . . . have been to TASC for the past 3 years and I have to say this was the best ever as far as content, because you learn who you are . . ."

" . . . excellent location, speaker and materials that were used to enhance my job performance."

"This conference was outstanding. This was my first one for administrative support, but I've been to numerous others, keep it up."

"The relationship that the speaker established with her audience assured me that I could also do the same with my constituents at work."

"I thoroughly enjoyed this conference and regret that this is my first experience in this conference in my 23 years of state employment."

"This was my first time here and I found it very informative and helpful and thought inspiring."

"I just can't wait to see what the planners have for next year."

Plan now for your participation in next year's Conference!

